



STATE OF TENNESSEE

DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

Class Title: INFORMATION SYSTEMS ASSOCIATE*			Abbreviation: INFO SY ASOC
Class Code: 75561	OCC Code: 7	Analyst: EX	Effective Date: AUG 10, 2001

SUMMARY: Under immediate supervision, is responsible for professional information systems analytical work of routine difficulty involving the analysis of various administrative, reporting, and statistical systems and the development of methods for adapting these systems to electronic data processing; and performs related work as required..

DISTINGUISHING FEATURES: This is the trainee level class for the Information Systems Analyst, Information Systems Specialist, Programmer Analyst, Distributed Programmer Analyst, Systems Programmer, Information Resource Support Specialist, and Database Administrator sub-series. An employee in this class will be in training in a specific functional assignment learning to define user and system requirements for a proposed system; consulting with representatives of various state agencies about data processing issues; writing or modifying mainframe, mid-range, or microcomputer business application programs; diagnosing and resolving software and hardware problems on mainframe, mid-range, or microcomputers; or designing, implementing, or revising data structures and database systems. This class differs from the next higher level class in each specific professional sub series in that incumbents of the latter perform at the working level, with the exception of incumbents in the Systems Programming assignment who are required to complete an additional year of specialized training.

*An applicant appointed to this flexibly staffed class will be reclassified to the next higher class in the series after successful completion of a mandatory one-year training period; inadequate or marginal performance during the training period will result in automatic demotion or termination.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

1. Learns to define user and system requirements for a proposed system; interviews line personnel and reviews existing documentation to acquire information about such work requirements as the organization of a filing system, the length of time to maintain records, the manner in which records are shared by different work groups, or the extent to which the records impact other systems; prepares structured models of the proposed system, including data flow diagrams and process specifications which illustrate the functional processes of the system, and the data dictionary which describes the data being processed.
2. Learns to develop structured system design packages; draws structured design charts and writes program specifications which describe the logic of a program; prepares test plans and reviews test results to assess the accuracy and completeness of the program code.



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3. Learns to write code for a business application program or program module; learns to translate a program or program module design narrative and structure chart into procedural source code; writes or assembles data which tests conditions and contingencies specified in a program test plan; executes written programs using test data and JCL and checks program results against predicted outcomes specified in the program test plan.

4. Learns to provide technical support for agencies on the proper utilization of software and hardware products; attends user group meetings and classes provided by vendors on software being supported by the agency (e.g., word processing, spreadsheets, databases, presentation graphics); responds to common questions from end users about software printing errors, report formatting problems, or document merging problems; acquires optimal software or hardware products for the agencies; sets up equipment, runs cables and connects peripheral equipment to hardware.

5. Learns to design and revise data structures and database systems following defined standards, procedures and guidelines; constructs physical databases on appropriate systems; assists in monitoring application systems performance; performs daily maintenance, tracking and documentation of production database systems; determines necessary actions to recover from problems or failures.

MINIMUM QUALIFICATIONS

Education and Experience: Graduation from an accredited college or university with a bachelor's degree.

Substitution of Experience for Education: Experience in one or a combination of the following areas may substitute for the required degree on a year-for-year basis to a maximum of four years: (1) systems analysis, systems development, diagnostic software/hardware technical support, or business applications programming in a mainframe, mid-range, or microcomputer environment, (2) systematically defining or documenting business or technical processes, (3) supervising or managing computer operations, (4) providing technical assistance to users of office automation equipment (e.g., Office Automation Specialist), (5) hardware installation and maintenance for mainframe, mid-range, or microcomputers, or (6) applying statistical methodology to calculate inferential statistics or interpret data.

OR



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Education and Experience: Graduation from an accredited college or technical institute with an associate's degree in one or a combination of the following: business data processing, computer accounting (e.g., accounting information systems), computer science, computer programming, information systems, telecommunications, or similar information technology degree (e.g., healthcare information systems).

OR

Two years of experience as an Information Systems Assistant with the State of Tennessee.

Note: A transcript is required for a proper evaluation for this class.

Necessary Special Qualifications: None.

EXAMINATION METHOD: Non-competitive selection for Career Service positions.